

UM-CAM FAQ

1. Can USB Microscope UM-Cam (application) software (AP) support for Mac OS or Linux OS?
A: UM-Cam currently only supports Window OS, which are Windows 2000(SP4), Windows XP (SP2 or SP3), Window Vista or Window 7.
2. Do I have to install UM-Cam AP and driver for UM-Cam?
A: Not necessary. If there is UVC (USB Video Cable) driver in box the Operation System (OS), you can connect the USB Microscope directly. But at least one video AP is necessary. Windows OS in box UVC are available in Microsoft Windows 2000 (SP4), Windows XP (SP2 or SP3), Windows Vista and Windows 7.
3. Can USB Microscope apply on Mac OS or Linux OS?
A: Yes, as long as UVC driver is installed. Mac OS has in box UVC driver from 10.4.8 version, however, Linux OS require for installation of UVC driver.
4. What if OS can not recognize the USB Microscope?
A: Please replug into different USB port by using the USB cable in original gift box. Please do not use USB extension or reinstall the USB Microscope driver. If it is Windows 7 OS, please update driver v5.8.53000.0 version at [HTTP://www.Vitiny.com](http://www.Vitiny.com).
5. If it shows “wmvcore.dll not found” or “Lost of wmvcore.dll” when applying onto a Window 2000OS, please update any version after Windows Media Player 9.
6. If it can't connect to PC and show “This Graph cannot preview” , “Preview Pin Not To found” , please try to resolve problems by bellow methods.
 - Please make sure UM-Cam can only available on 1 software at the same time. (ex: UM-Cam software V.S. MSN cam)
 - Please re-plug the USB Microscope to restart the driver.
 - Please make sure the USB Port is 2.0.
 - Please do not use any USB Extension and use the original USB Cable in the gift box.
 - Please use different USB Port, or the USB port in back of your PC.
 - Please use USB Hub with external power.
 - Please re-install Direct X9.0c Runtime.
 - Please remove similar webcam driver and re-install the UM-Cam driver.
 - If problems can't be solved by above solution, it might caused by related OS file has been lost or damage, in this case, you would need to re-install your system.
7. If showed “No such Interface supported” (\$8004002) or “Due to display card(graphic card) does not support Direct 3D Acceleration, parts of functions in our program are not available”. Please examine your PC software by below methods.
 - Please confirm if your display card support Direct 3D Acceleration. Please go “start”=> “Run” => key in “ DxDiag”. Your PC will show a DirectX Diagnostic Tool, click “display” sheet, then you can confirm if the “Direct 3D Acceleration” status is **disable** or **unavailable**.
 - If the status is **unavailable**, please adjust your setting or go <http://support.microsoft.com/kb/191660/en-us> for more information.
 - If your display card is enable, please go upgrade your Direct X Runtime <http://www.microsoft.com/downloads/details.aspx?FamilyId=2DA43D38-DB71-4C1B-BC6A-9B6652CD92A3&displaylang=en>

8. Can it apply onto Window 2000 or XP SP1?

A: It is required for Windows 2000 to be updated to SP4 and install any version after Direct X9.0C Runtime and Windows Media Player 9. If you are using Window XP SP1, it requires for update to SP2 and version after Direct X9.0C Runtime.

9. Can it apply onto Window 7?

A: Yes. But if your driver is v5.8.29000.0, please update v5.8.53000.0 version on [HTTP://www.ViTiny.com](http://www.ViTiny.com).

10. Can UM-Cam apply on EPC?

A: Yes, but please make sure the DirectX End-User Runtime is 9.0C

11. Can it use for video conference through MSN, Yahoo or Skype?

A: Yes, the support OS are: Microsoft Window 2000(SP4), Windows XP(SP2 or SP3), Windows Vista or Window 7. Mac OS in 10.4.8 version or after. Linux OS require for installation of UVC driver.